Plan Performance

Manage Performance

Evaluate Performance

Performance Management

Realizing the District's vision and goals by developing and encouraging individual performance

Online PMP User's Guide

Performance Management Program

DCOP
D.C. Office of Personnel

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Navigating the PMP Process

Why Am I Participating in the PMP?

The PMP was created to encourage employee development, promote fairness, and support the District's strategic goals and objectives.

Who Participates in the PMP?

Participants

The Performance Management Program (PMP) applies to the following employees:

- Non-unionized supervisory and managerial employees in the Career Service, including uniformed members of the Metropolitan Police Department at the ranks of Lieutenant, Captain, Inspector, Commander, and Assistant Chief, except as provided in § 1400.3;

- Employees in the Excepted Service appointed under the authority of D.C. Official Code § 1-609.03 (2002 Supp.) and as Capital City Fellows under the authority of D.C. Official Code § 1-609.04(6) (2001);

- Employees in the Management Supervisory Service;

- Supervisory attorneys employed at the Office of the Corporation Counsel, non-supervisory attorneys who report directly to either the Corporation Counsel or the Principal Deputy Corporation Counsel, subordinate agency General Counsel, and other subordinate agency supervisory attorneys in the Legal Service;

- Non-unionized Career Service employees not covered under § 1400.1(a) employed in agencies under the personnel authority of the Mayor authorized for coverage under the PMP by the Director of Personnel on an agency-by-agency basis.

User Roles

The PMP encompasses the following user roles:

- PMP Employee: An employee whose performance is covered under the PMP.

- PMP Supervisor: A supervisor of an employee whose performance is covered under the PMP.

- PMP Reviewer: A manager of a PMP supervisor and a PMP employee's second-level supervisor.

- Human Resource Advisor (HR advisor): An employee who serves as the primary HR contact for a specific agency. The HR advisor is responsible for implementing the PMP within an agency. (See Appendix A for a complete list of agency HR advisors.)

- Agency Director: An employee who leads an entire agency that is under the personnel authority of the Mayor.

Sample PMP User Roles and Responsibilities

PMP Employee
"MIKE"

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PMP Supervisor
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Agency Director
"TERRY"

Performance Plans
- Terry creates a performance plan for Jeffrey based on his draft performance plan. *Page 24*

Performance Evaluations
- Terry reviews and approves the performance evaluation that Jeffrey created for Betsy. *Page 30*
- Terry accesses Jeffrey's self-evaluation. Terry completes a performance evaluation for Jeffrey. Because Jeffrey reports to an agency director, there is no reviewer for his performance evaluation. Terry discusses Jeffrey's performance evaluation with Jeffrey. *Page 30*

What Are the Components of the PMP?

What is a Performance Plan?

A performance plan is a document that identifies performance expectations for an individual. The supervisor and employee discuss and set the conditions of the performance plan at the outset of the rating period (or within 30 days of hire, promotion, or transfer to a PMP-eligible position). A performance plan includes three sections:

- **Section 1, Review of Competencies**: The supervisor and employee review the competencies and how they apply to the employee's specific job. Fifteen competencies apply to managers and supervisors; ten apply to non-supervisors and non-managers. For complete definitions of competencies at three rating levels, visit http://www.dcop.dc.gov/services/perf_mgmt/ competency_def.shtm.

- **Section 2, Individual Performance Plan**: This section identifies the employee's performance objectives for the coming year. It specifies performance goals related to job duties and, if desired, specific competencies. The individual performance plan should be specific, measurable, challenging, and supportive of the individual's job responsibilities. All identified goals require both a weighting and a due date.

- **Section 3, Individual Development Plan**: In this section, development objectives are set to strengthen the employee's performance for both the current job and potential future assignments. The individual development plan identifies performance areas currently in need of improvement as well as areas that support career development. The development plan should address corrective action for an employee who receives a "1" or "2" rating on any competency or goal in the performance evaluation.

All three sections are included in a complete performance plan.

Performance Plan

What is a Performance Evaluation?

A performance evaluation assesses individual performance relative to the expectations outlined in the performance plan. The performance evaluation is a formal process that results in a numerical rating for each individual's overall performance. An employee must have a performance plan in place for at least 90 days before receiving a performance evaluation. Both the supervisor and the reviewer must approve the employee's performance evaluation. A signed hard copy of the performance evaluation is filed in the employee's Official Personnel Folder (OPF).

The PMP rating levels are as follows:

- 5—Significantly Exceeds Expectations: Consistently and significantly exceeds performance expectations; exceptional accomplishments are obvious to managers and peers.

- 4—Exceeds Expectations: Consistently exceeds performance expectations in most areas and meets expectations in others.

- 3—Meets Expectations: Consistently meets key performance expectations and may exceed some expectations.

- 2—Needs Improvement: Meets some performance expectations but requires improvement in one or more areas.

- 1—Does Not Meet Expectations: Consistently does not meet performance expectations.

Performance Evaluation

What is the Timeline for the PMP?

PMP Rating Period

The rating period is the same as the fiscal year (FY), October 1 through September 30.

Annual Performance Evaluations

All annual performance evaluations must be completed by Friday of the first full week of November. A performance evaluation is registered as complete when it's approved in Online PMP by the employee's supervisor *and* the reviewer. The employee, supervisor, and reviewer must all sign a hard copy of the performance evaluation. Completed annual performance evaluations are filed in the employee's OPF.

Performance Plans

For the current annual performance rating period, all new performance plans must be completed by the Friday after Thanksgiving (or within 30 days of hire for employees that are promoted, hired, or transferred to a PMP-eligible position). A *performance plan is registered as complete when it is approved by the employee's supervisor in Online PMP*. The employee and supervisor must sign a hard copy of the performance plan.

Mid-Year Evaluation

A mid-year evaluation may be conducted after an employee has had a performance plan in place for at least 90 days, but no later than 90 days before the end of the annual rating period (June 30).

Performance Improvement Plan

A performance improvement plan (PIP) is conducted anytime performance is deficient. The PIP outlines deficient areas of performance and specific steps for performance improvement. Under the PIP, the employee has 30 to 90 days to demonstrate improved performance. (See DPM Chapter 14 for more information about the PIP process.) The PIP is not administered through the Performance Management Unit. It is administered through DCOP Employee Relations Manager. The template for the PIP is available at http://dcop.dc.gov/services/perf_mgmt/ pm_forms.shtm.

PMP Timeline

October | November | December-February | March-June | July-September

Begin PMP process
- Attend PMP training
- Review materials and notes concerning employee's performance during rating period
- Set up roster in Online PMP: Select reviewer and update subordinate list
- PMP employees complete self-evaluations and draft performance plans
- PMP supervisors and reviewers begin to prepare subordinate's performance evaluations

- Performance evaluations approved by Friday of the first full week of November
- Performance plans completed by Friday after Thanksgiving

- Provide employee with coaching and feedback
- Update performance plan to reflect job and/or agency changes

Conduct a mid-year evaluation

Last day to update performance plan is June 30. This is 90 days prior to the end of the rating period!

- Provide employee with coaching and feedback
- Prepare for PMP evaluations

Where Is Online PMP?

PMP is implemented via the Online PMP system (Online PMP). Online PMP is accessed through the HR Applications Gateway, an intranet portal that provides a single point of entry for multiple DCOP applications. It is a "one-stop shop" for all HR applications. For information on gateway security, see "Logging in to Online PMP via the HR Application Gateway" on page 7.

HR Applications Gateway

The HR Applications Gateway is accessed via the DC government intranet at http://dcopedm.dcop.dc.gov/gateway/.

Because this is an intranet application, users cannot access the site from a remote site. Users must be connected to the DC wide area network (WAN) to access the gateway and Online PMP.

HR Applications Gateway

The Online PMP System

Online PMP is an intranet-based system on which all performance plans and performance evaluations are created. Online PMP is a management tool designed specifically for the District's PMP. To access Online PMP, first enter the HR Applications Gateway, and then click **Online PMP** on the **SELECT APPLICATION** menu in the upper left corner of your screen.

Submission to Official Personnel Folder

Supervisors must give a signed hard copy of each performance evaluation to the agency's HR advisor. The HR advisor forwards all signed performance evaluations to DCOP for filing in the employees' OPFs. Hard copies of *performance plans* don't need to be forwarded to DCOP; only *performance evaluations* should be forwarded.

How Do I Use Online PMP?

Subsequent sections of this guide explain how to implement PMP using Online PMP.

Logging in to Online PMP via the HR Applications Gateway

You must login to the HR Applications Gateway to access Online PMP. Because PMP documents are official, confidential documents, the HR Applications Gateway and Online PMP are password-protected, secure systems.

Security

The HR Applications Gateway is a secure, password-protected system. Each user must have a user name (such as **Jsmith** or **John W Smith**) and a password (such as **Apples#1!**) to gain access to the gateway.

Forgot Your User Name?

Eligible employees who have forgotten their user name for the HR Applications Gateway should contact their agency HR advisor. HR advisors have a complete list of agency employee user names. (See Appendix A for a directory of agency HR advisors.)

Forgot Your Password?

If you know your user name, a new password can be automatically generated from the system and directly emailed to you.

To get a new password, proceed to the HR Applications Gateway screen and enter your user name. Click **Forgot Password?** The system assigns a temporary password and emails it to the address on file for you.

If you do not receive your temporary password in your email inbox within one hour, an incorrect email address may be on file for you. Send a message with your name, social security number, and agency name to HRGateway_Admin@dc.gov. (Note the underscore between the words HRGateway and Admin.)

The DCOP Performance Management Unit *does not* have access to password information.

New Online PMP Users

To access the HR Applications Gateway and Online PMP, new Online PMP users must complete parts one and two of the Security Access Form for the HR Applications Gateway and submit the access form to their agency HR advisor. It takes approximately five business days for a new user to be activated in the HR Applications Gateway system.

After logging in for the first time with an assigned temporary password, new users are asked by the system to change their password.

Creating a Password

Passwords must contain the following:

- At least 8 characters;
- Uppercase and lowercase letters;
- At least one special character, such as ! @ # $ % ^ & *; and
- At least one number.

Passwords are case sensitive. Examples of passwords include **Apples#10!** and **June15,2002!**.

Passwords are private and should not be shared. If you share your password with another user, you are responsible for all transactions completed with your user name and password.

If you've successfully logged in once but the system does not allow you to reenter the next time you try, see your agency information technology (IT) specialist.

Online PMP Toolbars

The Online PMP toolbars are located at the top of the screen. ***When using Online PMP, use the PMP toolbar functions. Do not use the Internet browser function keys or toolbar.***

Online PMP Toolbar

Save

To save work, click **SAVE** on the toolbar. The current document remains open after you click **SAVE**.

Save & Close

Click **SAVE & CLOSE** on the toolbar to save and close out of the current document.

Save & Print

Click **SAVE & PRINT** on the toolbar to save and print documents. This function uses Adobe Acrobat Reader to convert a PMP document (performance plan, performance evaluation, etc.) into a printable file. Once the document is converted, click the printer icon at the top of the Adobe screen to print.

Spellcheck

Click **SPELLCHECK** on the toolbar to check spelling in a PMP document.

Close

Click **CLOSE** on the PMP toolbar to close out of the current document. The **CLOSE** function does not save work. If you want to save your work, click **SAVE & CLOSE**.

The following options are available on the PMP toolbar in certain screens.

Approve

Click **APPROVE** to approve a PMP document. After approving the document, you have the following options: **Return to Performance Plan**, **Print the Performance Plan**, or **Return to List of Subordinates**.

Revise

Click **REVISE** on the PMP toolbar to revise a PMP document.

Automatic Email Notification

Online PMP has an automatic email function that:

- notifies supervisors that an employee's self-evaluation or draft performance plan is ready for review;

- notifies reviewers that an employee's annual performance evaluation is ready for review; and

- notifies supervisors that a reviewer has either approved an annual performance evaluation or has requested revisions to an annual performance evaluation.

To successfully receive emails generated from Online PMP, you must have the correct email address on file. To check your email address:

1. Login to the HR Applications Gateway at http://dcopedm.dcop.dc.gov/gateway/.

2. Click **Settings** on the toolbar at the top of the gateway homepage. You can then view all of your personal settings within the gateway.

3. To update your email address, click the **Email** option under the **USER SETTINGS** menu on the left. The **Update Email** screen will appear.

4. Type your email address in the **Email** box. To confirm your email address, type your email address again in the **Confirm Email** box. Click **Save Email Address**. You'll receive a confirmation screen that states **Your Email Address has been updated**. Click **Continue**.

To successfully send emails generated from Online PMP, you must have established the correct roster within Online PMP, including supervisor, reviewer, and subordinates. For example, if you have not selected your reviewer, the Online PMP system will not know where to send the email to notify the reviewer that you have completed a subordinate's performance evaluation. If you have selected the wrong reviewer, the wrong person will be alerted that the evaluation has been completed.

To learn more about establishing your roster, see the "Add/Remove Subordinates" and "Select/Release Reviewer" sections of this guide, on pages 16 and 18.

A PMP employee does not select his or her supervisor or reviewer. The PMP supervisor selects his or her subordinates. The PMP supervisor also selects the subordinates' reviewers.

Personal Data Displayed in Online PMP

Online PMP employee data originates from the District's Unified Personnel and Payroll System (UPPS). Online PMP does not keep separate employee records. Therefore, all personal data

displayed at the top of the employee's performance plan and performance evaluation are the official data on record in the UPPS. Online PMP is updated with UPPS data every two weeks.

All updates to official personnel information must be initiated by an official personnel action. The HR advisor can do this by completing the appropriate personnel forms and submitting them to the personnel office at either Reeves Center or Judiciary Square.

Employee information saved with a performance plan is also reflected on the corresponding performance evaluation. If an employee assumes a new position during the year, a new performance plan should be issued on the basis of the new position.

PMP Employees

> **PMP Employee**: An employee covered under the PMP. PMP employees can also be PMP supervisors, PMP reviewers, or HR advisors.

Online PMP Menu Options

The Online PMP menu options available to you are based on your PMP role.

All PMP employees have access to the **PERSONAL DRAFTS** menu. Options under the personal drafts menu include the following:

- **Performance Plan**—This menu option enables a PMP employee to create a draft performance plan that can be shared with a PMP supervisor through Online PMP. The PMP supervisor can then create an official performance plan from the employee's draft performance plan.

- **Performance Evaluation Form**—This menu option allows a PMP employee to create a self-evaluation to share with his or her supervisor through Online PMP. The supervisor can create an annual evaluation from the employee's self-evaluation.

All PMP users have access to the **HELP** menu.
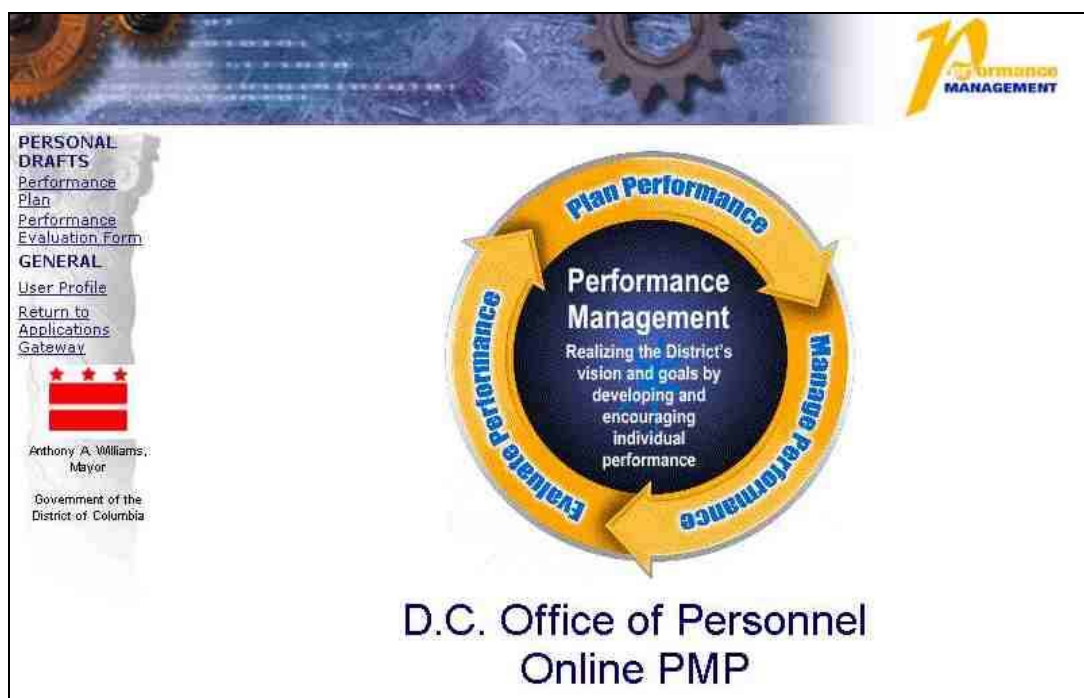
PMP Employee Main Page

Self-Evaluations

The self-evaluation allows employees to assess and rate themselves honestly on all performance goals and criteria associated with their specific positions. It also provides employees the opportunity to show the supervisor their perceptions regarding their performance. Each employee rates his or her performance on goals and competencies. Managers and supervisors are evaluated on 15 competencies. Non-supervisors are evaluated on 10 competencies.

To create a self-evaluation (or to receive an annual evaluation), you must have had a performance plan in place for at least 90 days.

Creating Your Self-Evaluation

You can submit one self-evaluation to your supervisor during the rating period. To create a self-evaluation in Online PMP:

1. Login to Online PMP through the HR Applications Gateway at http://dcopedm.dcop.dc.gov/gateway/.

2. Click **Performance Evaluation Form** on the **PERSONAL DRAFTS** menu on the left.

3. Review options:

   If you have a current performance plan saved in Online PMP, you can create a self-evaluation based on that performance plan. Click **Create Self-Evaluation** and select the current FY from the drop-down box. Then click **Go To Performance Evaluation**.

   If you *do not* have a performance plan saved in Online PMP, you'll only have the option to **Print Blank Performance Evaluation Form.** You are not eligible to receive a performance evaluation for the current fiscal year if you do not have a performance plan in place.

4. Create a self-evaluation:

   The self-evaluation is populated with the competencies and goals from your current performance plan. You cannot change goals or weightings.

   Complete the self-evaluation form as follows:

   - **Rate Competencies**: If you are a supervisor or manager, rate yourself on all 15 competencies. If you are a non-supervisory employee, rate yourself on only the first 10 competencies. Each competency *must* include a numeric rating and comments to support the ratings. Use specific examples to support your ratings.

   - **Evaluate SMART Goals**: Include a numeric rating and narrative comments for each goal. Remember to cite specific examples to support your ratings.

   - Online PMP generates a competency rating, SMART goal rating, and overall performance rating.

5. Send the self-evaluation to the supervisor:

   After completing the self-evaluation, click **SAVE** on the PMP toolbar. A text box will appear, confirming that your self-evaluation has been saved. Click **OK**. A second text box will appear, asking, "Do you wish to notify your supervisor that the self-evaluation is ready for review?"

- If you are ready to send the self-evaluation to your supervisor, click **Yes**. Online PMP notifies your supervisor by email that the self-evaluation is ready for review.

- If you are *not* ready to share the self-evaluation with your supervisor, and you want to continue working on it, click **No**. This option allows you to return to your self-evaluation and continue working on it before sending it to your supervisor for review.

6. After Online PMP notifies your supervisor by email that your self-evaluation is ready for review, your supervisor can access your self-evaluation through Online PMP. Your supervisor can create your annual evaluation from your self-evaluation.

Create New Self-Evaluation

Draft Performance Plans

The draft performance plan gives PMP employees the opportunity to state their goals and development objectives for the rating period.

The PMP employee enters goals and development objectives in a draft performance plan. The supervisor can access the employee's draft performance plan through Online PMP and use it to create the employee's actual performance plan. The supervisor does not have to retype the information that the employee already entered.

The employee draft performance plan is not the employee's official performance plan. The employee's supervisor must login to Online PMP and approve the employee's performance plan before it is registered as complete and official.

Creating Your Draft Performance Plan

1. Login to Online PMP through the HR Applications Gateway at http://dcopedm.dcop.dc.gov/gateway/.

2. Click performance plan on the **PERSONAL DRAFTS** menu.

3. Click **Create New Draft Performance Plan**. Select the appropriate start and end dates from the drop-down box and click **Go To Performance Plan**. You'll see the template for your draft performance plan.

4. Complete your draft performance plan:

   a. **SECTION I: Competencies**—Review the competencies and think about how they apply to your position.

   b. **SECTION II: Individual Performance Plan (IPP)—**Enter three to five SMART goals with weightings and due dates.

   c. **SECTION III: Individual Development Plan (IDP)**—Enter three to five development objectives, including what (define objective), how (action steps), who (accountability), and when (due date).

5. Save your draft performance plan by clicking **SAVE** on the PMP toolbar. A text box displays to confirm that your draft performance plan has been saved. Click **OK** at the text box prompt.

6. Send your draft performance plan to your supervisor:

   After you save your draft performance plan, a text box displays asking if you want to notify your supervisor that your draft performance plan is ready for review.

   - Click **Yes** if you have completed your draft performance plan and it's ready for your supervisor's review. Online PMP then notifies your supervisor by email that your draft performance plan is ready for review. At this point, your supervisor can login to Online PMP and review and revise your draft performance plan.

   - Click **No** if you need to continue working on your draft performance plan and it's not ready for your supervisor's review. This allows you to go back to your draft performance plan and continue working on it before sending it to your supervisor.

   If you want to close out of your draft performance plan, click **SAVE & CLOSE** on the Online PMP toolbar.

   If you want to save and print your draft performance plan, click **SAVE & PRINT** on the Online PMP toolbar.

   The performance plan is formatted using Adobe Acrobat 5.0. Make sure you have Adobe 5.0 loaded on your computer. If you need to update your version of Adobe Acrobat Reader to version 5.0, go to http://www.adobe.com/ and download Adobe Acrobat Reader 5.0.

7. After your supervisor creates your performance plan from your draft performance plan, he or she discusses the performance plan with you. Following the discussion, the supervisor saves the performance plan in Online PMP and prints out a hard copy.

8. Both the employee and the supervisor should sign the hard copy of the performance plan and keep a copy on file.

PMP Supervisors

> **PMP supervisor**: A supervisor of an employee covered under the PMP. A PMP supervisor can also be a PMP employee, PMP reviewer, HR advisor, or agency director.

Online PMP Menu Options

Online PMP menu options are assigned to you based on your PMP role. All PMP supervisors have access to the **SUBORDINATES** menu, which contains the following functions:

- **Add/Remove Subordinates**—This function allows PMP supervisors to select their roster of subordinates by adding subordinates who report to them and by releasing subordinates who no longer report to them. When you select this option, your subordinate list displays. Subordinates are added and released one at a time:

  - To add a subordinate within your own agency, click **Add Subordinate**. The **Add Subordinate/Search for a Subordinate** screen displays. Search for a subordinate by typing in all or part of the first name or last name. To view all subordinates within a specific agency, select the agency name from the drop-down box.

  - To remove a subordinate, click the radio button next to the name of the subordinate you wish to remove, and then click **Remove Subordinate**. After you remove the subordinate, your updated list of subordinates displays.

  - You cannot add a subordinate that has already been selected by another supervisor. If your subordinate is currently selected by someone else, contact that supervisor and ask him or her to release the subordinate. If the supervisor has separated from District government but did not release subordinates in Online PMP, contact your agency's HR advisor. Your HR advisor will work with DCOP to release employees from a departing supervisor's subordinate list.

- **Select/Release Reviewer**—This function enables PMP supervisors to select or release a PMP reviewer. The PMP reviewer must be at a higher level in the organization than the supervisor. The PMP reviewer is commonly referred to as the employee's "second-level supervisor." *It's very important to select the correct PMP reviewer*. The correct PMP reviewer must be selected for the evaluation approval process to work.

- **Performance Plan**—PMP supervisors select this menu option to create, revise, or print performance plans for their subordinates and to access their subordinates' draft performance plans.

- **Performance Evaluation Form**—PMP supervisors select this menu option to create, revise, or print subordinates' mid-year and annual evaluations and to access their subordinates' self-evaluations.

- **Submission Status**—PMP supervisors select this menu option to view submission of their subordinates' performance plans and performance evaluations for the current fiscal year. (If you are creating an FY03 performance evaluation for your subordinate, it does not show up in the FY04 submission status chart.)

If a PMP supervisor is also a PMP employee, the **PERSONAL DRAFTS** menu displays. This menu includes the following:

- **Performance Plan**—This menu option enables a PMP employee to create a draft performance plan that can be shared with his or her supervisor through Online PMP. The PMP supervisor can create an official performance plan from the employee's draft performance plan.

- **Performance Evaluation Form**—This menu option allows a PMP employee to create a self-evaluation and share it with his or her supervisor through Online PMP. The PMP supervisor can create an annual evaluation from the employee's self-evaluation.

All PMP users have access to the **HELP** menu.

PMP Supervisors Main Page

Completing Performance Evaluations for Your Subordinates

To complete a performance evaluation for your subordinates, follow these steps:

1. Login to Online PMP through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/.

2. Select your PMP reviewer:

   The PMP reviewer is commonly referred to as the employee's second-level supervisor. Performance evaluations must be approved by the PMP supervisor *and* the PMP reviewer, so selection of the PMP reviewer is a critical first step in the approval process. If you report directly to an agency director, you do not have to select a PMP reviewer.

   - Click **Select/Release Reviewer** under the **SUBORDINATES** menu.

   - Click **Select Another Reviewer** to add the name of the PMP reviewer. The **Search for a Reviewer** screen displays. Search by typing in all or part of the reviewer's first or last name. To search by agency, select the agency name from the drop-down box. Indicate the correct reviewer by clicking the radio button to the left of the reviewer's name, and then click **Select Reviewer**.

   - Click **Release** (*reviewer name*) as your reviewer to release the current reviewer and replace him or her with a new PMP reviewer. You do not have to release the previous reviewer before selecting a new reviewer.

3. Create your subordinate's performance evaluation:

   On the **SUBORDINATES** menu on the left side of the screen, click **Performance Evaluation Form**. Select the subordinate employee being evaluated and click **OK.** Options presented to you depend on the documents that currently exist in Online PMP for the specific subordinate employee:

   - To create an annual performance evaluation based on your employee's self-evaluation,

     (1) Click **Access Employee's Self-Evaluation** and select the corresponding rating period from the drop-down box.

     (2) Click **Go To Performance Evaluation**.

     (3) In the toolbar above the employee's self-evaluation, click **Create New Annual Performance Evaluation from Self-Evaluation**.

   - To create an annual performance evaluation based on your employee's current performance plan,

     (1) Click **Create New Annual Performance Evaluation from Current Performance Plan** and select the corresponding rating period from the drop-down box.

     (2) Click **Go To Performance Evaluation**.

   - To create an annual performance evaluation from your employee's mid-year performance evaluation,

     (1) Click **Create New Annual Performance Evaluation from Mid-Year Performance Evaluation** and select the corresponding rating period from the drop-down box.

(2) Click **Go to Performance Evaluation**.

- To create a mid-year performance evaluation from your employee's current performance plan,

    (1) Click **Create New Mid-Year Performance Evaluation from Current Performance Plan** and select the corresponding rating period from the drop-down box.

    (2) Click **Go To Performance Evaluation**.

- If your subordinate has not had a performance plan in place for at least 90 days before the end of the rating period, you will not be able to conduct a performance evaluation. The system gives you the option to click **Go To Performance Plan** to create a new performance plan for the employee for the coming fiscal year. The employee cannot be rated for the current rating period.

4. Complete a performance evaluation:

The performance evaluation is automatically populated with the competencies and goals from the subordinate's current performance plan. If a mid-year or self-evaluation was created, those comments and ratings are also populated. Complete the performance evaluation form as follows:

- **Rate Competencies**: Rate all 15 competencies for supervisors and managers. Rate the first 10 competencies for non-supervisory employees. Each competency must include a numeric rating and narrative comments. Comments should be thoughtful and descriptive, and can include specific examples. Online PMP calculates the total competency rating.

- **Evaluate SMART Goals**: Include a numeric rating and narrative comments for each goal. Again, comments should be thoughtful and descriptive, and can include specific examples. Online PMP calculates the total SMART goal rating.

- Online PMP generates the overall performance rating from the competency and SMART goal ratings.

5. Send the performance evaluation to the reviewer:

After you have completed your subordinate's performance evaluation, click **APPROVE** on the Online PMP toolbar.

- If you have completed your subordinate's performance evaluation and it is ready for the reviewer's approval, click **OK** at the text box prompt. Online PMP notifies your reviewer by email that your subordinate's performance evaluation is ready for review.

- If you need to continue working on your subordinate's performance evaluation and you are not ready to notify the reviewer, click **Cancel** at the text box prompt. You can go back to the performance evaluation and continue working on it.

Once you have completed your subordinate's performance evaluation and notified the reviewer, he or she can access the performance evaluation in Online PMP. The reviewer can either approve the performance evaluation or request that the supervisor make changes.

6. Enter the reviewer's changes:

If the reviewer wants to change the performance evaluation, he or she gives the changes to you orally or in writing. *The reviewer cannot make changes to the performance evaluation in Online PMP*.

Upon receipt of the reviewer's requested changes, you login to Online PMP, access the performance evaluation, and enter changes recommended by the reviewer. Repeat steps 4 and 5 (above) until the reviewer approves the performance evaluation.

When the reviewer approves the performance evaluation (rating and comments), he or she clicks **APPROVE**. Online PMP notifies the supervisor by email that the performance evaluation has been approved.

A performance evaluation *does not* register as complete until both the supervisor and reviewer have approved it in Online PMP. Upon final approval of both supervisor and reviewer, the supervisor discusses the evaluation with the subordinate.

7. Upon the reviewer's approval, the supervisor prints the final performance evaluation and obtains the reviewer's signature. The supervisor discusses the performance evaluation with the employee. The final hard copy of the evaluation must include the signatures of the reviewer, supervisor, and employee.

8. After you, the reviewer, and the employee have signed the performance evaluation, submit the signed hard copy to your agency HR advisor for transmission to DCOP. Supervisors and employees should also keep a signed hard copy of the performance evaluation.

Creating Performance Plans for Your Subordinates

To complete a performance plan for a subordinate employee, PMP supervisors should complete the following steps in Online PMP by the Friday after Thanksgiving:

1. Login to Online PMP through the HR Applications Gateway at http://dcopedm.dcop.dc.gov/gateway/.

2. On the **SUBORDINATES** menu on the left side of the screen, click **Performance Plan**.

3. Select the subordinate for whom the performance plan is being created, and click **OK**.

- If your subordinate has created a draft performance plan, there will be an option to **Access Employee Draft Performance Plan**:

    (1) Click **Access Employee Draft Performance Plan** and select the rating period from the drop-down box. Click **Go To Performance Plan**.

    (2) In the Online PMP toolbar at the top of the screen, click **Create Official Performance Plan from Employee's Draft**.

    (3) Review and edit the performance plan as necessary. Make sure to review each competency as it relates to your subordinate's position, and make sure that all required fields are completed for each goal and development objective.

    (4) At this point, you may be ready to print a hard copy of the performance plan to use to discuss with your subordinate. If so, click **SAVE & PRINT** on the Online PMP toolbar. You can also click **SAVE** or **SAVE & CLOSE** if you need to continue working on the performance plan.

(5) Discuss the performance plan with your subordinate.

- If your subordinate has *not* created a draft performance plan, click **Create New Performance Plan** and select the corresponding dates for the rating period from the drop-down box.

   (1) Review the competencies (10 for non-supervisors, all 15 for supervisors).

   (2) Enter three to five SMART goals with weightings and ratings.

   (3) Enter three to five development objectives.

   (4) At this point, you may be ready to print a hard copy of the performance plan to use in discussion with your subordinate. If so, click **SAVE & PRINT** on the Online PMP toolbar. If you need to continue working on the performance plan, click **SAVE** or **SAVE & CLOSE**.

   (5) Discuss the performance plan with your subordinate.

4. From the discussion, revise the performance plan as needed. Click **APPROVE** to register the performance plan as complete.

5. After you approve the performance plan, you have options to **Return to Performance Plan**, **Print the Performance Plan**, or **Return to List of Subordinates**.

   - Click **Print the Performance Plan** to print a hard copy of the performance plan that you and your subordinate both sign.

   - To continue working on performance plans for other subordinates, click **Return to List of Subordinates**.

6. Both you and your subordinate should sign the hard copy of the performance plan. Both subordinate and supervisor should keep a signed hard copy of the performance plan. Performance plans are *not* filed in the employee's OPF.

Performance Plan

PMP Reviewers

> **PMP reviewer**: An employee who supervises a PMP supervisor. Commonly referred to as the PMP employee's second-level supervisor. A PMP reviewer can also be a PMP employee, PMP supervisor, agency director, or HR advisor.

Online PMP Menu Options

The Online PMP menu options assigned to you are based on your PMP role.

PMP reviewers have access to the same functions available to PMP supervisors in the **SUBORDINATES** menu (see page 16). In addition, PMP reviewers have the following menu option:

2nd-Level Review/Approval—This function allows the PMP reviewer to access and approve the performance evaluations that have been approved by PMP supervisors.

If a PMP reviewer is also a PMP employee, he or she has access to the **PERSONAL DRAFTS** menu options listed on page 11 in the "PMP Employee" section of this guide.

All PMP users have access to the **HELP** menu.
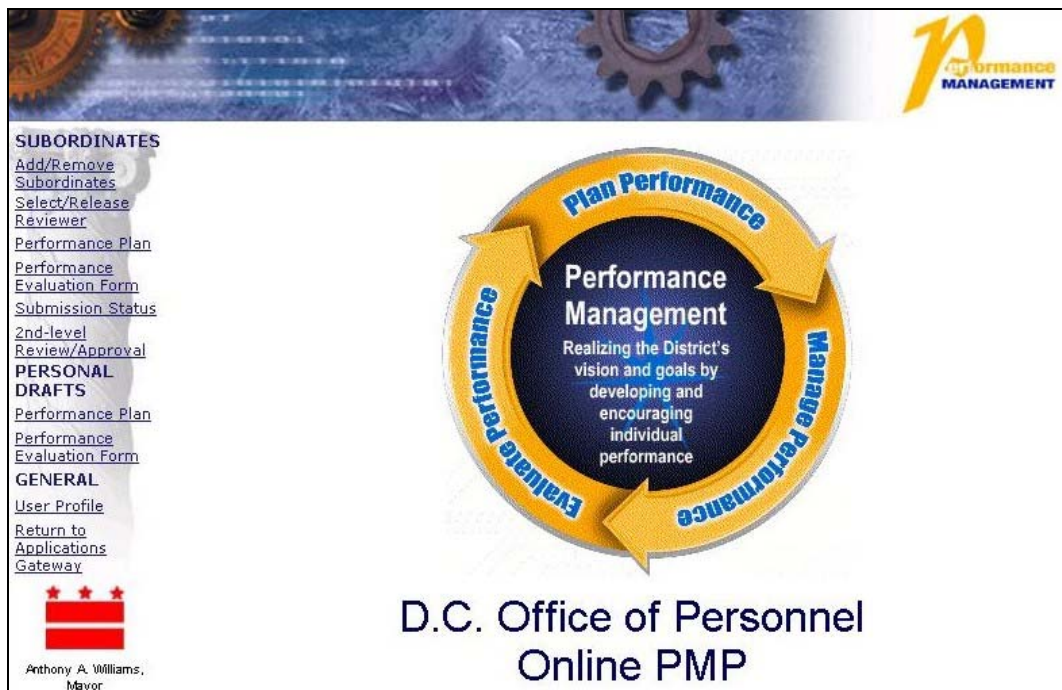
PMP Reviewer's Main Page

Reviewing Performance Evaluations

1. Login to Online PMP through the HR Applications Gateway at
   http://dcopedm.dcop.dc.gov/gateway/.

2. On the **SUBORDINATES** menu, click **2nd-Level Review/Approval**.

- If there are not performance evaluations waiting for your review, Online PMP states, "No Performance Evaluations need to be reviewed."

- If there are evaluations waiting for your review, a table displays, which includes the employee name, last four digits of the employee's social security number, supervisor name, type of evaluation (mid-year or annual), and fiscal year. If there are evaluations waiting for your review, click the radio button next to the appropriate evaluation. Then click **Select Performance Evaluation**.

3. Review performance evaluations:

The employee's performance evaluation (as approved by the supervisor) displays on your screen. Review all comments and numeric ratings.

- If you do not approve of the performance evaluation contents as approved by the supervisor, click **REVISE** on the Online PMP toolbar at the top of the screen. A text box appears with the question, "Are you sure you want to request that the Supervisor revise this Performance Evaluation?" Click **OK** if you want to request revisions. Online PMP notifies the supervisor who created the evaluation by email. Online PMP then displays the message, "Revision Requested." You must give changes to the supervisor either orally or in writing. Reviewers cannot revise performance evaluations in Online PMP. The supervisor is responsible for revising the evaluation in Online PMP.

- If you approve of the performance evaluation, click **APPROVE** on the Online PMP toolbar at the top of the screen. Online PMP notifies the supervisor by email indicating that the evaluation has been approved and he or she can now discuss the performance evaluation with the employee.

Upon final approval by both the supervisor and reviewer, the supervisor and the subordinate discuss the performance evaluation in a face-to-face meeting. The employee, supervisor, and reviewer sign a hard copy of the performance evaluation. Completed annual performance evaluations are filed in the employee's OPF.

Remember that an evaluation *does not* register as complete until both the supervisor and reviewer have approved the performance evaluation in Online PMP.

Creating Performance Evaluations for Your Subordinates

The process for creating performance evaluations for your subordinates is the same as detailed on page 18 in the "PMP Supervisors" section of this guide.

Creating Performance Plans for Your Subordinates

The process for creating performance plans for your subordinates is the same as detailed on page 20 in the "PMP Supervisors" section of this guide.

Agency HR Advisors

Human resource (HR) advisor: The primary HR contact for a specific agency, who is responsible for implementing and administering the PMP within that agency. An HR advisor can also be a PMP employee, PMP supervisor, or PMP reviewer.

Online PMP Menu Options

The Online PMP menu options assigned to you are based on your PMP role. HR advisors have expanded access to Online PMP to assist them in administering the program within their agencies.

HR advisors have access to view performance plans and performance evaluations for all employees within the agency. However, HR advisors do not have the ability to approve or revise performance plans and evaluations for employees who are not their own subordinates.

All HR advisors can see the **SUBORDINATES** menu, which contains the following functions:

- **Add/Remove Subordinates**—If the HR advisor is also a PMP supervisor, this option allows him or her to add and remove subordinates from his or her roster of subordinates. If the HR advisor is not a PMP supervisor, this function does not display.

- **Select/Release Reviewer**—If the HR advisor is also a PMP supervisor, this option enables him or her to select and release the appropriate PMP reviewer. The reviewer must be at a higher level in the organization than the supervisor. The reviewer is commonly referred to as the employee's second-level supervisor. For employees that report directly to an agency director, there is no reviewer. If the HR advisor is not a PMP supervisor, this function does not display.

- **Performance Plan**—This menu option allows the HR advisor to view the performance plans of all PMP employees within the agency. If the HR advisor is also a PMP supervisor, this option allows him or her to create performance plans for subordinates.

- **Performance Evaluation Form**—This menu option allows the HR advisor to view performance evaluations of all PMP employees within the agency. If the HR advisor is also a PMP supervisor, this option allows him or her to create performance evaluations for subordinates.

- **Submission Status**—This menu option allows the HR advisor to view the submission status of agency employees' performance plans and performance evaluations for the current fiscal year.

- **2nd-Level Review/Approval**—This option allows a PMP reviewer to access and approve the performance evaluations that have been approved by PMP supervisors. If the HR advisor is not a PMP reviewer, this option does not display.

HR advisors also have access to the **REPORTS** menu. There are several agency-specific reports the HR advisor can access to monitor agency compliance, rating trends, etc. See Appendix B for a list of reports and a description of their functions.

All Online PMP users have access to the **HELP** menu.

If the HR advisor is also a PMP employee, he or she has access to all of the **PERSONAL DRAFTS** menu options described in the "PMP Employees" section of this guide (see page 11).

Online PMP System Administration

Setting up New Users in the HR Applications Gateway and Online PMP

HR advisors are the primary point of contact for agency employees who need access to the HR Applications Gateway and Online PMP. All access requests must come through HR advisors. New Online PMP users should contact their agency HR advisors to request access to the HR Applications Gateway and Online PMP.

New users must complete parts one and two of the Security Access Form for HR Applications Gateway and submit it to their HR advisor. HR advisors submit completed access forms to DCOP.

The DCOP security administrators activate the new user in the system. The new user should then login to the gateway with a user name and temporary password. The new user is prompted to change the password.

It takes approximately five business days for a new user to be activated in the HR Applications Gateway system.

If a user successfully logged in once, but the system does not allow the user to reenter the next time, the user should contact their agency's IT specialist.

Password Security

HR advisors *do not* have access to individual users' password information. Passwords are private, and users should not share them with other users. An Online PMP user who shares a password with another user is responsible for all transactions completed under that name and password.

The DCOP Performance Management Unit does not have access to individual passwords.

Releasing Subordinates of Former Supervisors

All requests to release subordinates of supervisors who have left the DC government must be made by HR advisors. If a PMP supervisor is no longer employed with the District government and did not release subordinates in Online PMP before leaving, HR advisors should email the DCOP Performance Management Unit at pmpupdate@dc.gov. Include the name of the former PMP supervisor and all subordinates in your email.

HR advisors should make sure that all PMP supervisors release their subordinates before leaving District government.

Agency Participation

The HR advisors are responsible for implementing the PMP within their agencies and monitoring compliance. Agency compliance with the PMP is included as a goal in every agency director's performance contract with the Mayor, and each agency director receives a numeric rating based on his or her agency's timely compliance with the PMP. The compliance rating scales,

established by the city administrator, are used to evaluate each agency's PMP compliance. (See Appendix C.)

Online PMP Reports

Several online reports help HR advisors monitor agency compliance. The reports are created in Crystal Reports, a reporting software tool. Online PMP prompts you to load this software if it's not already loaded on your PC.

A limited number of Crystal Reports licenses are available in the District. If all licenses are currently being used, a prompt states, "There are not enough Concurrent Access Licenses to log you on." Try to log on to the reports at another time. Off-peak hours of early morning and evening are best.

Close out of Crystal Reports as soon as you have finished viewing and printing reports. This frees up a license for the next user.

HR advisors are strongly encouraged to print out their agency's detail submission reports on each of the due dates listed in the compliance rating scales chart (Appendix C). For example, print out performance evaluation detailed reports on Friday of the first full week of November, and each Friday thereafter through the month of November. This helps verify submission summary reports.

Using PMP Reports

On the **GENERAL** menu, click **Reports**.

Select **Report Type** and **Fiscal Year** from the drop-down boxes.

Click **View Report** to access the report.

Online PMP Reports Menu

(See Appendix B for a list of Online PMP reports and descriptions of their functions.)

Monitoring Quality of Performance Plans and Evaluations

Performance plans and evaluations should be conducted thoughtfully and thoroughly. Plans and evaluations that are submitted with "dummy data" or meaningless goals and narrative comments are not accepted as official documents, and do not count toward agencies' overall submission summary. It is the role of the HR advisor to ensure a high level of quality for all performance plans and evaluations submitted by their agencies.

Collecting Evaluations for Official Personnel Folders

HR advisors collect the signed hard copies of their agencies' performance evaluations and submit them to the DCOP Performance Management Unit for filing in the employees' OPFs by December 1.

Agency Directors

Agency director: An employee who leads an agency that is under the Personnel Authority of the Mayor. An agency director can also be a PMP supervisor or PMP reviewer.

Online PMP Menu Options

The Online PMP menu options assigned to you are based on your PMP roles.

Agency directors have access to the **SUBORDINATES** menu, which contains the following functions:

- **Add/Remove Subordinates—**This option allows agency directors to add new subordinates and remove former subordinates from their roster of subordinates. When you select this option, your subordinate list displays. Subordinates are added and released one at a time:

  - To add subordinates within your own agency, click **Add Subordinate**. The **Add Subordinate/Search for a Subordinate** screen displays. Search for a subordinate by typing in all or part of the first or last name. To view all subordinates within a specific agency, select the agency name from the drop-down box.

  - To remove a subordinate, click the radio button next to the name of the subordinate you wish to remove, and then click **Remove Subordinate**. After removing the subordinate, your updated list of subordinates will be displayed.

  - You cannot add a subordinate that has already been selected by another supervisor. If your subordinate is currently selected by someone else, contact that supervisor and ask him or her to release the subordinate. If the supervisor has separated from District government but did not release subordinates in Online PMP, email your agency's HR advisor with the name of the departed supervisor and the names of the subordinates. Your HR advisor will work with the DCOP Performance Management Unit to release the subordinates.

- **Performance Plan—**Agency directors select this option to create, revise, or print their subordinates' performance plans, and to access their subordinates' draft performance plans.

- **Performance Evaluation Form—**Agency directors select this option to create, revise, or print subordinates' performance evaluations, and to access their subordinates' self-evaluations.

- **Submission Status—**Agency directors select this option to view the submission status of performance plans and performance evaluations for the current fiscal year.

- **2nd-Level Review/Approval—**This function allows the agency director to access and approve the performance evaluations that have been approved by PMP supervisors.

Agency directors also have access to the **REPORTS** menu. Several agency-specific reports help the agency director monitor agency compliance, rating trends, etc. (See Appendix B for a list of Online PMP reports and descriptions of their functions.)

All PMP users have access to the **HELP** menu.

Reviewing Performance Evaluations

For information on reviewing performance evaluations, see page 24 in the "PMP Reviewer" section of this guide.

Creating Performance Evaluations

For information on creating performance evaluations for your subordinates, see page 18 in the "PMP Supervisor" section of this guide.

Agency Compliance

Monitoring Compliance with Online PMP Reports

Several reports help agency directors monitor agency compliance. The reports are created in Crystal Reports, a reporting software tool. Online PMP prompts you to load this software if it's not already loaded on your PC.

A limited number of Crystal Reports licenses are available in the District. If all licenses are currently being used, a prompt states, "There are not enough Concurrent Access Licenses to log you on." Try to log on to the reports at another time. Off-peak hours of early morning and evening are best.

Close out of Crystal Reports as soon as you are done viewing or printing reports. This frees up the license for the next user.

Using Online PMP Reports

On the **GENERAL** menu, click **Reports**.

Select **Report Type** and **Fiscal Year** from the drop-down boxes.

Click **View Report** to access the report.

(See Appendix B for a list of Online PMP reports and descriptions of their functions.)

Online PMP Reports Menu

Compliance Rating Scales

Agency compliance with the PMP is included as a goal in each agency director's performance contract with the Mayor, and each agency director receives a numeric rating based on the agency's timely compliance with the PMP. The compliance rating scales established by the City Administrator are used to evaluate each agency's PMP compliance. (See Appendix C.)

Contact Information

DCOP, Performance Management Unit

One Judiciary Square
441 4th Street, NW
Suite 836 South
Washington, DC 20001
Phone: 202-442-9644
Fax: 202-727-1852
Email: performanceplans@dc.gov

Appendix A. Agency Human Resource Advisor Contact Information

As of August 21, 2003

Agency	HR Advisor	Telephone	Fax	Email
AA/AE - Office of the Mayor/City Administrator	McCreary, Pat	727-1070	727-9291	patricia.mccreary@dc.gov
AD - Office of the Inspector General	Price, Grace	727-2540	727-9846	grace.price@dc.gov
AM - Office of Property Management	Anderson, Benita	671-0558	727-9877	benita.anderson@dc.gov
BA - Office of the Secretary of D.C.	Herring, Gladys	727-6371	727-3582	gladys.herring@dc.gov
BD - Office of Planning	Anderson, Andrea	442-8792	442-7638	andrea.anderson@dc.gov
BE - D.C. Office of Personnel	Fant, Fitzgerald	442-9660	727-2160	fitzgerald.fant@dc.gov
BI - Office of Banking & Financial Institutions	Ware, Paula	727-5339	727-1588	paula.ware@dc.gov
BN - Emergency Management Agency	Hawkins, Daphne	673-2101 Ext. 1167	673-2290	daphne.hawkins@dc.gov
BX - D.C. Commission on the Arts and Humanities	Simpson, Alec	724-1474	727-4135	alec.simpson@dc.gov
BY - Office on Aging	Simmons, Cynthia	727-8365	724-4979	cynthia.simmons@dc.gov
BZ - Office of Latino Affairs	McCreary, Pat	727-1070	727-9291	patricia.mccreary@dc.gov
CB - Office of the Corporation Counsel	Sobolesky, Frank	724-5648	727-6329	frank.sobolesky@dc.gov
CF - Department of Employment Services	Williams, Marilyn	671-2517	673-6993	marilyn.williams@dc.gov
CR - Department of Consumer and Regulatory Affairs	Franklin, Leila	442-8929	442-9445	leilafranklin@dc.gov
CT - Office of Cable Television and Telecommunications	Yeldell, Robin	671-0066	727-2343	robin.yeldell@dc.gov
DA - Board of Real Property Assessments and Appeals	McCallum, Doretha	727-6860	727-0392	doretha.mccallum@dc.gov

Agency	HR Advisor	Telephone	Fax	Email
DB - Department of Housing & Community Development	Smith, Versie	442-7173	442-8393	versie.smith@dc.gov
DK - Board of Appeals and Review	James, Francine H.	727-8282	727-9732	francine.james@dc.gov
EB - Office of Local Business Development	Copeland, Nicole	727-5150	724-3786	nicole.copeland@dc.gov
ED - Deputy Mayor for Planning and Economic Development	Laster, Shawn	727-6903	727-6703	shawn.laster@dc.gov
FB - Fire and Emergency Medical Services Department	Russell, Brenda	673-3337	673-7217	brenda.russell@dc.gov
FL/FP - Department of Corrections	Anthony, James L.	673-7316	673-2259	james.anthony@dc.gov
FX - Office of the Chief Medical Examiner	Hill, Beverly	698-9006	698-9102	beverly.hill@dc.gov
GD - State Education	See"AA"			
HA - Department of Parks and Recreation	Minor, Erica	673-3550	673-6759	erica.minor@dc.gov
HC - Department of Health	Fields, Jeanette	442-8988	442-4804	jeanette.fields@dc.gov
HM - Office of Human Rights	Hosein, Farouk	727-3241	727-9589	fahosein@dc.gov
JA - Department of Human Services	Jackson, Ingrid	279-6052	279-6014	ingrid.jackson@dc.gov
KA – District Division of Transportation	Quinn, Diane	671-2833	671-0650	diane.quinn@dc.gov
KT - Department of Public Works and Energy Office	Green, Kevin	671-2200	671-0628	kevin.green@dc.gov
KV - Department of Motor Vehicles	Nance, Odessa	535-1615	535-1132	odessa.nance@dc.gov
PO - Office of Contracting and Procurement	Barnett, Carliss	724-4389	724-2435	carliss.barnett@dc.gov
SR - Department of Insurance and Securities Regulations	Haylock, Patricia	442-8791	535-1207	patricia.haylock@dc.gov
TO - Office of the Chief Technology Officer	Miles, Linda	727-1603	727-6857	linda.miles@dc.gov

Appendix B. Online PMP Reports

The following users can access the **Reports** menu in Online PMP:

- HR advisors (agency-specific information only)

- Agency directors (agency-specific information only)

- Deputy mayors (all agencies)

- Mayor (all agencies)

- DCOP Performance Management Unit (all agencies).

Report Type	Report Description
Performance Plan Reports	
Performance Plan - Submission Summary	By agency: • Total number of PMP employees • Total number and percentage of plans submitted
Performance Plan – Responsibility Center Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • Date performance plan first approved
Performance Plan – Detail (Alphabetical)	By agency: • Employee first and last name in alphabetical order • Employee job title and grade
Performance Evaluation Reports	
Performance Evaluation – Responsibility Center Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • Date annual evaluation approved. If this space contains a dash (–), it indicates that no evaluation has been submitted
Performance Evaluation Detail (Alphabetical)	By agency: • Employee first and last name in alphabetical order • Employee job title and grade • Date evaluation approved. If this space contains a dash (–), it indicates that no evaluation has been submitted
Performance Evaluation – Rating Summary	By agency: • Total number and percentage of ratings recorded for each number of the rating scale, 1 through 5 • Total number of ratings • Average rating
General PMP Reports	
PMP Summary	By agency: • Number of PMP employees • Number and percentage of plans submitted • Number and percentage of approved evaluations submitted

Report Type	Report Description
Rating Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • Annual evaluation date • Annual Evaluation rating
Basic Submission Detail	By agency and responsibility center: • Employee first and last name • Employee job title and grade • Date of annual performance plan • Date of annual performance evaluation
Submission Detail Report—Optional Evaluations	By agency and position type: • Employee first and last name • Employee job title and grade • Date of mid-year evaluation • Date of self-evaluation • Date of annual evaluation • Subtotal number of employees by position type
PMP Structure Information	By agency: • Reporting relationship
Performance Plan Revision	By agency: • Employee first and last name • Date of first approved performance plan • Number of performance plan revisions • Date of most recent performance plan revision • Date of most recent performance plan approval
Alphabetical Employee List	Employee first and last name (agency code in parenthesis)

Appendix C. Compliance Rating Scales

I.	Performance Evaluations

PMP employee has a performance plan in place by June 30.
"Submission percentage" is calculated as

$$\frac{\text{Annual performance evaluations submitted}}{\text{Annual performance plans submitted by June 30}}$$

Rating	Deadlines
5	❑ 100% submission by Friday of the first full week of November
4	❑ 90% submission by Friday of the first full week of November ❑ 100% by November 14
3	❑ 85% submission by Friday of the first full week of November ❑ 100% by November 14
2	❑ 80% submission by Friday of the first full week of November ❑ 100% by November 21
1	❑ 75% by Friday of the first full week of November ❑ 100% by the Friday after Thanksgiving

II.	Performance Plans

Employee was in a PMP eligible position by October 31.
"Submission percentage" is calculated as

$$\frac{\text{Annual performance plans submitted}}{\text{PMP-eligible employees}}$$

Rating	Deadlines
5	❑ 100% submission by the Friday after Thanksgiving
4	❑ 90% submission by the Friday after Thanksgiving ❑ 100% by December 5
3	❑ 85% submission by the Friday after Thanksgiving ❑ 100% by December 5
2	❑ 80% submission by the Friday after Thanksgiving ❑ 100% by December 12
1	❑ 75% by the Friday after Thanksgiving ❑ 100% by December 19

Appendix D. FAQs

Question: *I can't access Online PMP. Where is it located?*

Answer: Online PMP is accessed from the HR Applications Gateway on the DCOP intranet. To access this system, you must be connected to the DC WAN. You cannot access the system from a home computer, or from any other remote site. The URL for the HR Applications Gateway is http://dcopedm.dcop.dc.gov/gateway/. After logging into the HR Gateway, click **Online PMP** on the **APPLICATIONS** menu.

Question: *How do I get a PMP system password?*

Answer: In order to get access to the PMP system, you must be identified as a PMP employee, supervisor, reviewer, etc., with a need to access the system. Prior to getting access to the system, users must complete a System Security Sheet, and provide this document to their servicing HR advisor. The HR advisor then forwards this sheet/system request to the HR Gateway Office (email address: HRGateway_Admin@dc.gov). It may take up to five business days to get access to Online PMP, so request system access early.

Question: *I've tried entering the PMP website address in my Internet browser for the HR Gateway. Why can't I access the site?*

Answer 1: If you cannot access the HR Gateway or the DCOP intranet site, you must contact your agency's IT staff. The problem may be that firewalls in your agency's system prevent you from accessing the site.

Answer 2: If you successfully logged into the system once, but the system will not allow you to re-enter the next time you try to login, you should contact your agency's IT staff. The problem may be that Internet "cookies" are disabled on your computer.

Question: *Why is my title, grade, position type, etc., incorrectly listed or vacant in my PMP personal profile?*

Answer: All information in Online PMP reflects information currently contained in the District's payroll system, UPPS. Online PMP does not maintain a separate employee database. Online PMP is updated with information from UPPS biweekly. The UPPS database should be constantly monitored and updated with correct personnel data as erroneous information is discovered—based on employees' reviews of their pay stubs, or based on more formal reviews of the UPPS database by your servicing HR advisor.

Any updates to your official personnel information must be initiated by an official personnel action. Your servicing HR advisor can do this for you by filling out the appropriate personnel form (Standard Form 52), and submitting it to the personnel office at either Reeves Center or Judiciary Square. Even though these personnel data have been updated in UPPS, they are not reflected in the PMP system until the next PMP rating cycle (when a new Performance Plan is developed).

If an employee assumes a new position (new title, grade, etc.) during the fiscal year, a new performance plan, reflecting the employee's new position information, should be issued.

Question: *Why isn't my supervisor's name listed on my PMP draft performance plan? What do I do if the reporting relationship for my performance plan or evaluation is incorrect (in other words, I'm assigned to the wrong supervisor or reviewer for approval of my performance plan/evaluation)?*

Answer: Your supervisor must add your name to his or her list of subordinates in Online PMP. Once this is done, his or her name appears as your supervisor on your draft performance plan. If a former supervisor's name is showing up on your draft performance plan, then the former supervisor must go into Online PMP and remove your name from his or her list of subordinates.

If your former supervisor has left employment with the District and failed to remove your name from his or her list of subordinates, then your new supervisor should send an email to your agency's HR advisor. The email should include the name of the former supervisor, a list of the former supervisor's subordinates, and a request that all subordinates be released from the former supervisor's PMP subordinate list. The HR advisor will work with the DCOP Performance Management Unit to release the subordinates in Online PMP.

Question: *How do I go about modifying my draft performance plan? May I submit subsequent versions of my draft performance plan to my supervisor for his or her approval?*

Answer: You may only create and send *one* draft performance plan to your supervisor during the performance rating cycle. At any time during your performance rating period when you believe that your performance plan should be modified, you should communicate your observations to your supervisor. He or she has the right to modify your approved performance plan; however, modifications must occur on or before June 30. No modifications are allowed after June 30 or within 90 days from when your performance evaluation will be rendered.

Question: *When I printed my draft performance plan, only a few lines of my goals appeared on the hard copy. Did I just lose all of the data I entered?*

Answer: No, you did not lose the text you just entered. To successfully print your complete draft performance plan, use the print icon located within Adobe Acrobat Reader, *not* your Internet browser's print icon. Online PMP formats your document using Adobe Acrobat 5.0. You must have Adobe Acrobat Reader 5.0 loaded on your computer to view and print your draft performance plan. If you need to upgrade your Adobe Acrobat from version 4.0, go to http://www.adobe.com to download version 5.0.

Question: *What dates do I need to remember for PMP?*

Answer: Approved performance plans must be in place by June 30. Annual performance evaluations must be completed by Friday of the first full week in the month of November. Signed and approved annual performance evaluations must be forwarded to the servicing HR advisor, who forwards them to the DCOP Performance Management Unit for filing in employees' OPFs, by December 1. Approved performance plans for the next fiscal year must be completed by the Friday after Thanksgiving.